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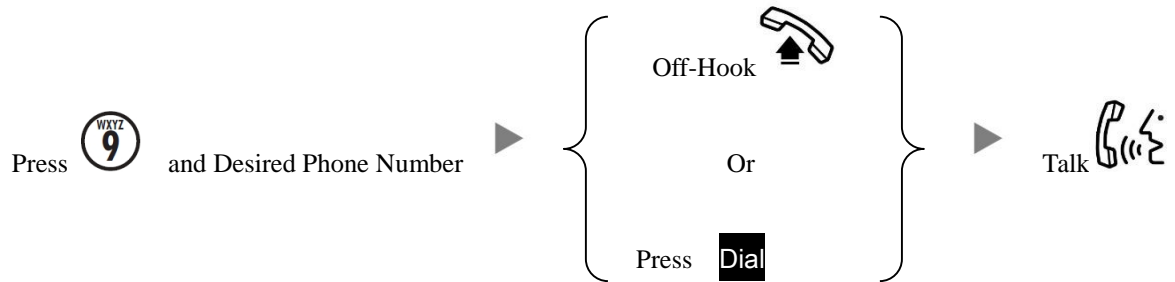
Polycom VVX301/401 Instructions
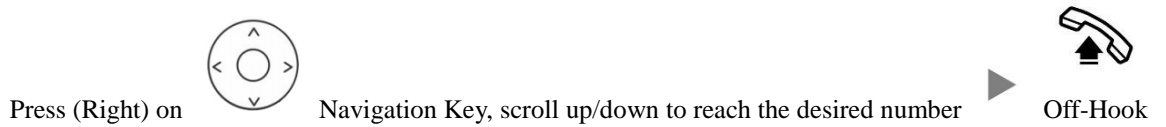
1. **Making Calls**

    i. <u>Outside Calls</u>
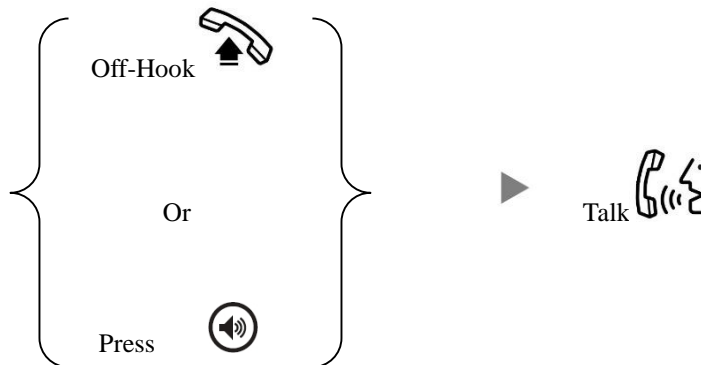
    Press (9 WXYZ) and Desired Phone Number ▶ { Off-Hook Or Press Dial } ▶ Talk

    ii. <u>Calling Other Extension</u>

    Dial Extension Number ▶ { Off-Hook Or Press Dial } ▶ Talk

    iii. <u>Redial</u>

    Press (Right) on Navigation Key, scroll up/down to reach the desired number ▶ Off-Hook

2. **Answering Calls**

    { Off-Hook Or Press (speaker) } ▶ Talk
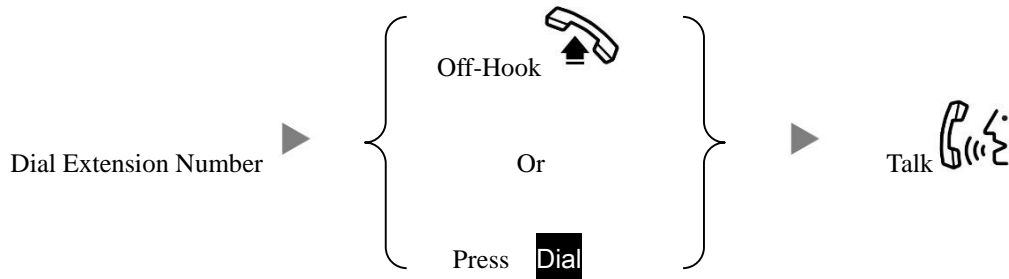
3. Transferring a Call / Call Transfer

i. Blind / Unattended Transfer

During conservation ▶ Press (·-(▶ Press `More` ▶ `Blind` ▶ Dial Extension No.

ii. Supervised / Attended Transfer

During conservation ▶ Press (·-(▶ Dial Extension No. ▶ `Send` ▶

Confirm with 3rd party about the call transfer 📞 ▶ `Transfer`

4. Holding a Call

i. To Hold

During a conservation ▶ Press `Hold` or 📞

ii. To Retrieve a call (Call Hold retrieve)

Press `Resume` **or** 📞 **or** Flashing Line Key 🔲

5. Making a conference (Conference Call)

i. To Establish a Conference

During conservation ▶ Press `More` ▶ Press `Conference` ▶ Dial to 3rd Party ▶ `Send`

▶ Press `More` ▶ Press `Conference` ▶ 📞

ii. To Leave a conference and talk to the one of the party

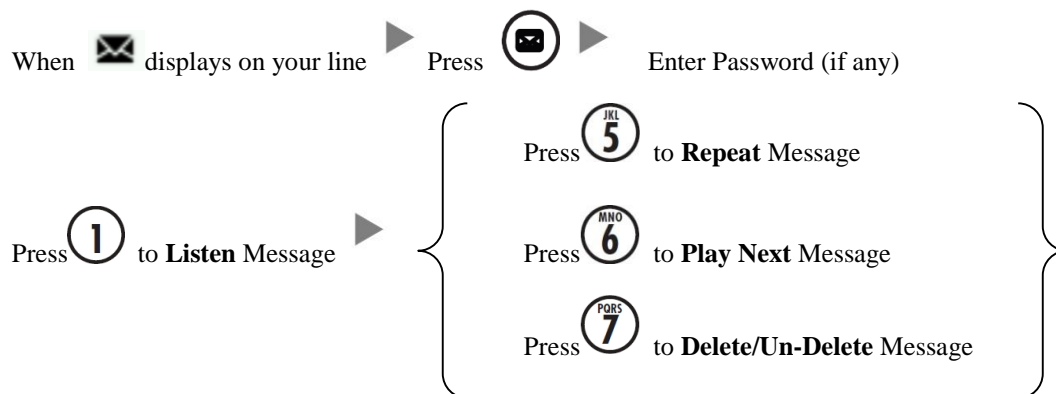During a conference ▶ Press `Split` ▶ Press (Up/Down) ▶ Press `Resume` ▶ 📞

iii. To resume a conference

During conversation ▶ Press `More` ▶ Press `Join` ▶ 📞
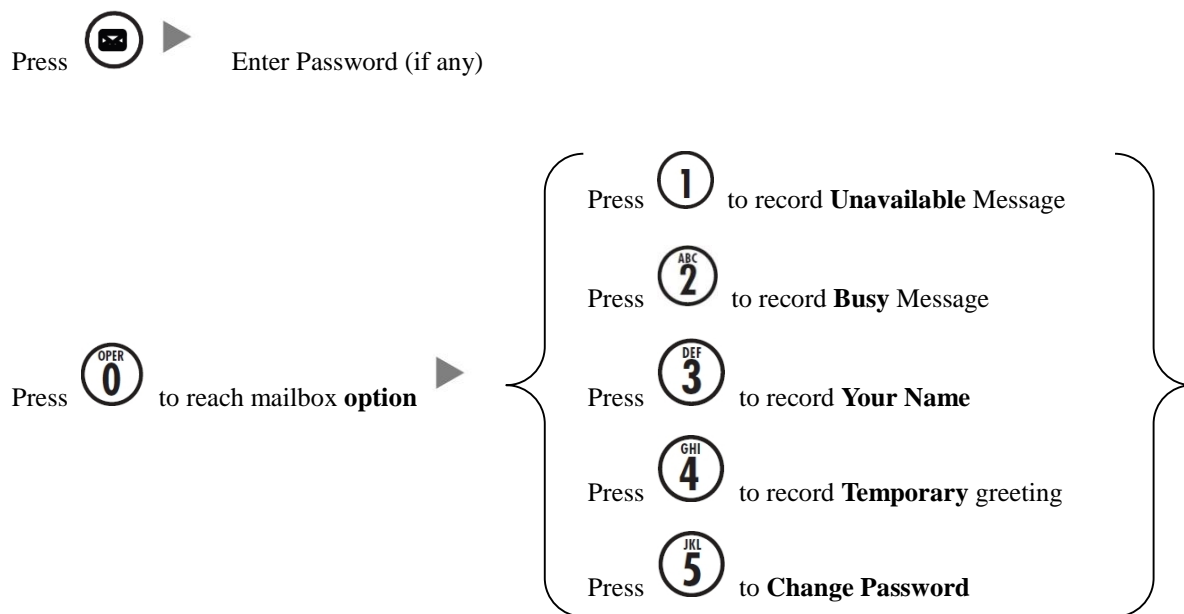
iv. To Leave a conference

During a conference ▶ Press `End Call` (Rest of the parties will be in conversation, until they hang-up)

6. <u>**Checking Voice Mail**</u>

When ✉ displays on your line ▶ Press 📧 ▶ Enter Password (if any)

Press ① to **Listen** Message ▶

Press ⑤ to **Repeat** Message

Press ⑥ to **Play Next** Message

Press ⑦ to **Delete/Un-Delete** Message

7. <u>**Voice Mail Setup**</u>

Press 📧 ▶ Enter Password (if any)

Press ⓪ to reach mailbox **option** ▶

Press ① to record **Unavailable** Message

Press ② to record **Busy** Message

Press ③ to record **Your Name**

Press ④ to record **Temporary** greeting

Press ⑤ to **Change Password**

8. Forward Call

i. <u>To set up All/Always Call Forward</u>

Press **Forward** ▶ Press (Right) ▶ Input the target extension no.(e.g. 108) ▶ Press **Enable**

ii. <u>To cancel All/Always Call Forward</u>

Press **Forward** ▶ Press (Right) ▶ Press **Disable**

iii. <u>To set up Busy Call Forward</u>

Press **Forward** ▶ Press (Down) Twice ▶ Press (Right) ▶ Input the target no ▶

Enable

iv. <u>To cancel Busy Call Forward</u>

Press **Forward** ▶ Press (Down) Twice ▶ Press (Right) ▶ **Disable**

v. <u>To set up Time / No Answer Call Forward</u>

Press **Forward** ▶ Press (Down) ▶ Press (Right) ▶ Input the target no.(e.g. 108)

▶ Press (Down) ▶ Input No. Rings (to define no answer) ▶ **Enable**

vi. <u>To Cancel Time / No Answer Call Forward</u>

Press **Forward** ▶ Press (Down) ▶ Press (Right) ▶ **Disable**

9. Address Book

Press **Dir** ▶ Press the Navigation Key to select the Address